Fig. 1

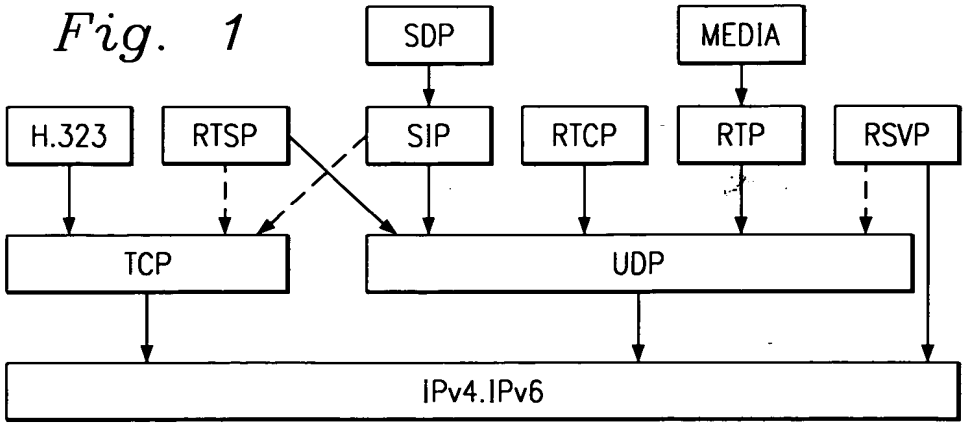


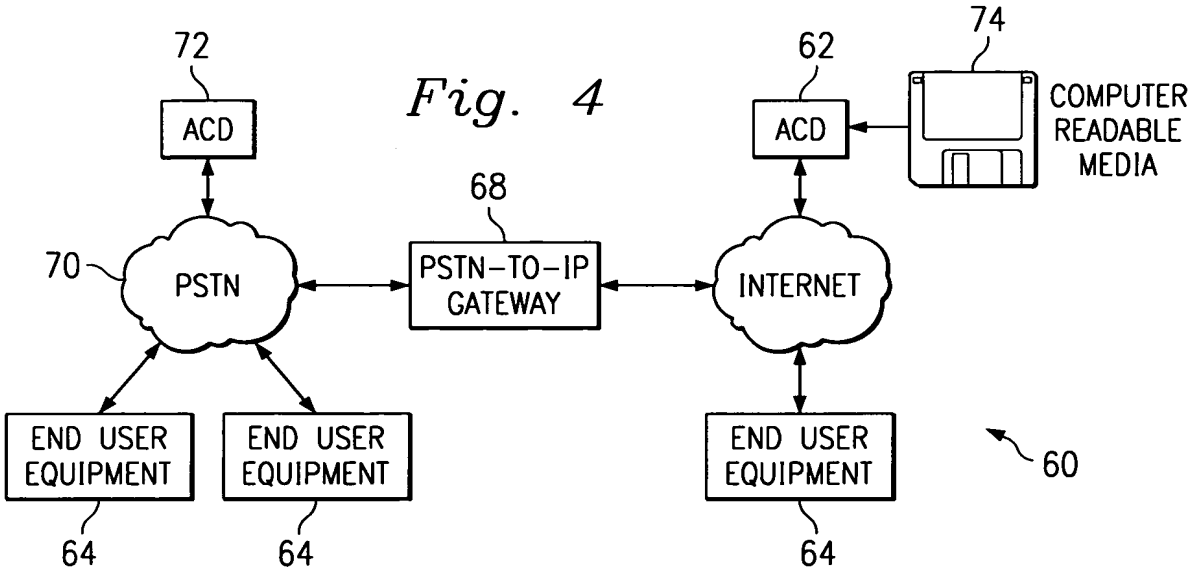
Fig. 2

GENERAL-HEADERS	ENTITY-HEADERS	REQUEST-HEADERS	RESPONSE-HEADERS
CALL-ID	CONTENT-ENCODING	ACCEPT	ALLOW
CONTACT	CONTENT-LENGTH	ACCEPT-ENCODING	PROXY-AUTHENTICATE
CSEQ	CONTENT-TYPE	ACCEPT-LANGUAGE	RETRY-AFTER
DATE		AUTHORIZATION	SERVER
ENCRYPTION		CONTACT	UNSUPPORTED
EXPIRES		HIDE	WARNING
FROM		MAX-FORWARDS	WWW-AUTHENTICATE
RECORD-ROUTE		ORGANIZATION	
TIMESTAMP		PRIORITY	
TO		PROXY-AUTHORIZATION	
VIA		PROXY-REQUIRE	
		ROUTE	
		REQUIRE	
		RESPONSE-KEY	
		SUBJECT	
		USER-AGENT	

Fig. 3

CALL-ID	UNIQUELY IDENTIFIES A PARTICULAR INVITATION OR ALL REGISTRATIONS OF A CLIENT
CONTACT	CONTAINS LOCATION(S), THAT ARE USED IN DIFFERENT PURPOSES DEPENDING ON THE MESSAGE
CONTENT-LENGTH	INDICATES THE MESSAGE BODY LENGTH IN BYTES
CONTENT-TYPE	INDICATES THE MEDIA TYPE OF THE MESSAGE BODY
CSEQ	(COMMAND SEQUENCE) UNIQUELY IDENTIFIES A REQUEST WITHIN A CALL-ID
FROM	INDICATES THE INITIATOR OF THE REQUEST
REQUIRE	USED BY CLIENTS TO TELL THE USER AGENT SERVER ABOUT OPTIONS THAT THE CLIENT EXPECTS THE SERVER TO SUPPORT IN ORDER TO PROPERLY PROCESS THE REQUEST
SUBJECT	INDICATES THE NATURE OF THE CALL
TO	SPECIFIES THE RECIPIENT OF THE REQUEST
VIA	INDICATES THE PATH TAKEN BY THE REQUEST SO FAR

Fig. 4



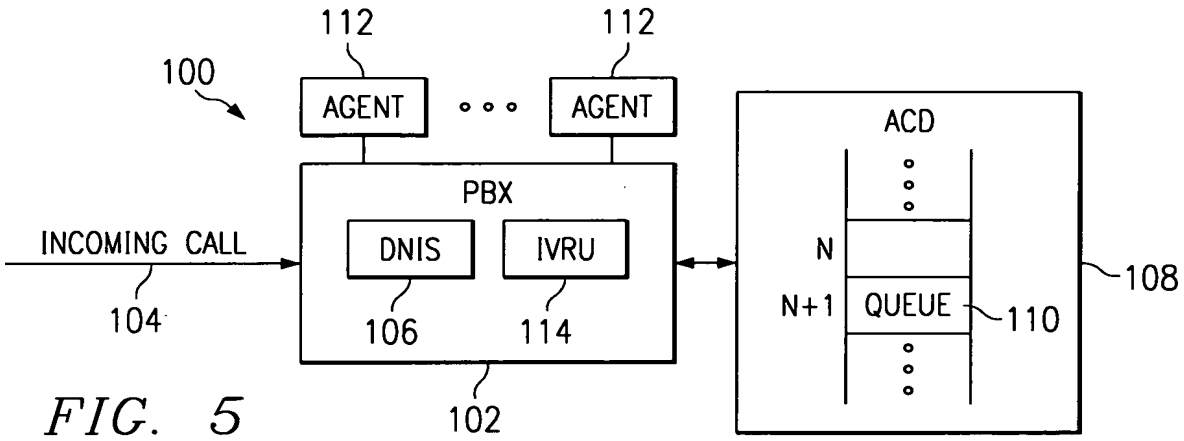

112
112
100
AGENT
AGENT
ACD
PBX
INCOMING CALL
DNIS
IVRU
N
N+1
QUEUE
108
110
104
106
114
102

FIG. 5

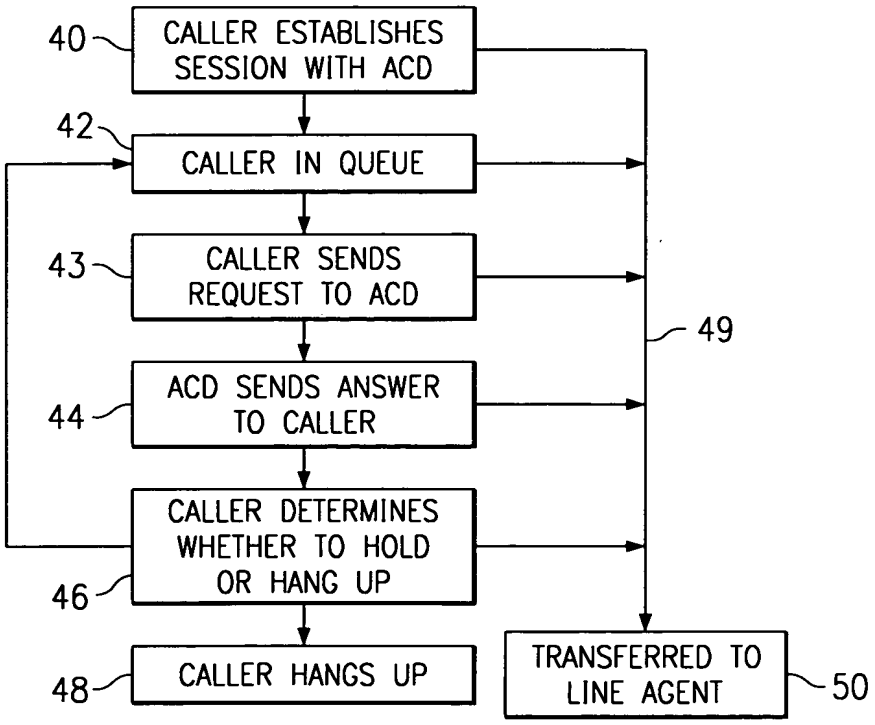

40
CALLER ESTABLISHES SESSION WITH ACD
42
CALLER IN QUEUE
43
CALLER SENDS REQUEST TO ACD
44
ACD SENDS ANSWER TO CALLER
CALLER DETERMINES WHETHER TO HOLD OR HANG UP
46
48
CALLER HANGS UP
TRANSFERRED TO LINE AGENT
50
49

Fig. 6